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# Massachusetts State 911 Department Newsletter

## 38th Public Safety Communications Academy Graduation November 7, 2014



### Graduates by Department

Ashburnham Police Dept.  
Donald Girard

Brookline Police Dept.  
Boliere Camille

Charlton Police Dept.  
Sheri Kaiser

Framingham Police Dept.  
Celina Villa

Lakeville Police Dept.  
Anthony Keaney

Lexington Police Dept.  
Michael Powers

Maynard Police Dept.  
Trista Manchuso

Milton Police Dept.  
Jamie Mitchell

Newton Police Dept.  
Sean Casey

Norwood Police Dept.  
James Feibelman

Peabody Police Dept.  
Mathew Maguire

Stoughton Police Department  
Patrick Norton

Revere Fire Dept.  
Joanne Todisco

Revere Police Dept.  
Jessica Penta

Springfield Dispatch Center  
Allison Baez  
Wildally Colon  
Alexandra Santiago

Stoughton Police Dept.  
Kevin Austin

Jeremiah Monbouquette

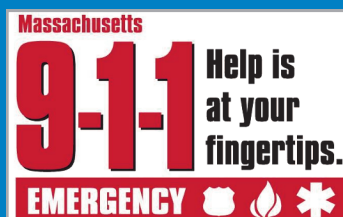
Sudbury Police Dept.

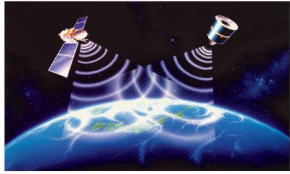
Christopher McKenzie

Mark Terkelsen

Wilmington Police Dept.

Aderito Gomes





The initial phase of the NG9-1-1 project is in full swing as General Dynamics Information Technology, Inc. (GDIT) continues with the PSAP Site Surveys. The goal of the PSAP Site Survey is to determine the current site conditions, collect the necessary information needed for PSAP specific configurations, and determine what is needed for facility readiness. GDIT has developed an extensive site survey form that includes reviewing environmental controls (such as HVAC and power), conduit for cabling and dispatch area characteristics. Additionally, the survey covers any operational conditions specifically related to your PSAP. Ultimately these surveys will help us understand the conditions at your PSAP so there are no surprises during the deployment. If you have any questions regarding the GDIT Site Survey, please contact Tricia Pries at (508) 821-7206 or via email at [tricia.pries@state.ma.us](mailto:tricia.pries@state.ma.us).

The State 911 Department, along with GDIT, is continuing to finalize the transition schedule. We anticipate having the deployment schedule for FY 2015 completed by the end of December. Once that portion of the deployment schedule has been finalized, we will complete the FY 2016 schedule. Currently, it is anticipated PSAP conversions will not commence prior to mid-April 2015.

## Updates from our Systems Division

### Improved Indoor Location Accuracy for Wireless 9-1-1 Calls

The big four wireless carriers along with APCO and NENA, have announced that a consensus agreement has been reached to meet the FCC request to improve location accuracy of wireless 9-1-1 calls. Conceptually, this agreement will ultimately provide a “dispatchable address” for wireless 9-1-1 calls. Instead of receiving a latitude and longitude, the PSAPs will receive a civic address, plus additional information that may be needed to identify the location of the caller. The proposed agreement accomplishes this in part by using commercial based location technologies for 9-1-1 and “altitude” of the caller.

While this is great news, don’t expect to see changes overnight. In fact, the agreement has various stages of implementation that span over multiple years. This is due to the tremendous amount of work that needs to occur to support this initiative including the creation of new standards and the introduction of new technologies both in the handsets, the networks and in the various satellite systems.

NENA recently provided a very informative presentation (“A Roadmap to Improved Location Accuracy: Understanding the Public Safety Agreement with the Big 4”) that can be viewed on YouTube. Go to [www.youtube.com](http://www.youtube.com) and search for “NENA improved location accuracy”.



## Updates from our Training Division



*Pictured above from left to right*

**Leslie Carroll**, Administrative and Training Supervisor  
APCO Senior Member Award.

**Elizabeth Belmonte**, Communications Training Officer  
Trainer of the Year Award



*Massachusetts Telecommunicators get a preview of the new  
NG911 "Emergency Call Works" customer premise equipment  
at last month's APCO Atlantic Chapter Conference in  
New Hampshire.*

The APCO Atlantic Chapter presented the First Annual Chapter Recognition Awards the week of October 27, 2014 at the Omni Mount Washington Hotel in Bretton Woods, NH. Nominations were taken from dispatch agencies in the six New England states, New York and New Jersey. Communications Training Officer Elizabeth Belmonte of the Cambridge Emergency Communications Department was selected as the "Trainer of the Year" by the Awards Committee.

Leslie Carroll was nominated by the Atlantic Chapter Executive Board and received the "Senior Member Award" for her years of service and contribution to the public safety communications community.

## Interpreter Service Misuse!!!



*The Interpreter Service (titled QWEST) behind the special service icon located on your answering position is for 9-1-1 calls only!*

*This number is not to be shared with other public safety staff for the purpose of interviewing, booking prisoners, investigations or any other functions beyond 9-1-1 calls!*

*The State 911 Department monitors the service use and may seek reimbursement for misuse!*

# Massachusetts

# 9-1-1

Help is  
at your  
fingertips.



[www.mass.gov/e911](http://www.mass.gov/e911)

Massachusetts



Massachusetts State 911 Department  
1380 Bay Street  
Building C  
Taunton, Massachusetts 02780

SAVE A LIFE. STOP A CRIME. REPORT A FIRE.